

Department of Planning and Zoning

35-09-Permit Processing and Maintenance of Property Files

Fund/Agency: 001/35		Department of Planning and Zoning
Personnel Services	\$594,720	<p style="text-align: center;">CAPS Percentage of Agency Total</p> <p style="text-align: center;">6.9%</p> <p style="text-align: center;">93.1%</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> ■ Permit Processing and Maintenance of Property Files ■ All Other Agency CAPS </div>
Operating Expenses	\$11,537	
Recovered Costs	\$0	
Capital Equipment	\$0	
Total CAPS Cost:	\$606,257	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
Total Revenue:	\$0	
Net CAPS Cost:	\$606,257	
Positions/SYE involved in the delivery of this CAPS	13/14.2	

► CAPS Summary

Reviews and provides zoning approval for Building Permits and reviews and processes Non-Residential Use Permits (Non-RUPs), Home Occupation Permits, Temporary Special Permits, and administrative reductions of minimum yard requirements. Maintains permanent property records and files related to the administration of the Zoning Ordinance and other County Code provisions for use by DPZ, other County agencies and citizens. Provides general information to the public regarding Zoning Ordinance provisions and provides verbal and written responses to requests for information about file documents or other issues related to the application of the Zoning Ordinance.

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► Method of Service Provision

This function is performed by County employees. The vast majority of these items are processed in an over-the-counter operation providing quick service to the public. Other citizens are responded to by telephone or by written correspondence. This service is provided 8:00 a.m. to 4:30 p.m., Monday through Friday and the over-the-counter operation is staffed 8:00 a.m. to 4:00 p.m., Monday through Thursday and 9:00 a.m. to 4:00 p.m. on Friday.

► Performance/Workload Related Data

On an annual basis the branch provides direct service to over 27,000 walk-in customers. The branch processed over 46,000 permits, answered 15,000 telephone inquiries, and responded to 240 written requests in FY 2000. The number of permits processed in FY 2000 represents a 22.5 percent increase from FY 98. In addition, the branch maintains a filing system of over 16,000 folders that contain the property records for over 320,000 residential, commercial and industrial parcels in the County. On an annual basis over 45,000 documents are integrated and filed into this system. In addition, the branch maintains over 5,000 rezoning and special exception files.

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Permits (excluding sign permits) Processed	37,603	43,742	46,180	45,000	45,000